

Quick Guide – ADX Air – After Hours Support

June 2022

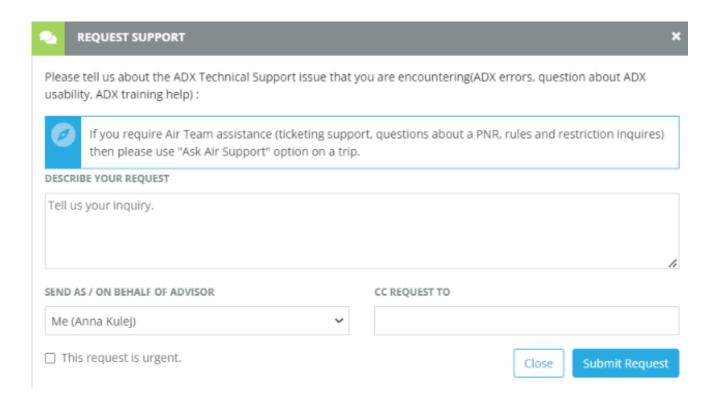
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## 1. Accessing Support Overview

ADX is supported by several different Trip Arc support teams. Accessing support can be done directly from ADX for air and technical and direct by email for finance. ADX is supported by:

- ADX technical support
- ADX Air Air Support Team (during office hours)
- Air After Hours
- 247 VIP Support
- Travelex Insurance Support
- Advisor Reporting Tool Finance support
- Client Profile support CB support team
- ADX and Travel Edge Training



## 1.1. AIR AFTER HOURS SUPPORT TEAM

ADX Air module is supported by the TripArc After Hours support team outside of business hours. This is a **paid** service utilized in the event of an emergency that cannot wait until regular air business hours. The fees related to utilizing after hours will determined by whether the client has purchased the 247 VIP Support product. If the product has been purchased, the phone number can be utilized for no extra cost. If the product has NOT been purchased the fee will be applied to the advisor statement.

- Hours of Operation: Monday through Thursday 7pm 10am CST (outside of air team support hours)
   Weekends and Holidays 24 hours
- How to contact support: Call the phone number located on your air reference
- How does support communicate: By phone.
- When to contact After Hours Support Team
  - Your have an ADX confirmed air booking
  - You are outside of the air team support hours
  - You need immediate assistance with changes or cancellations
  - Your request cannot wait until regular air support hours
- Best Practices: A few tips on accessing better support
  - o Submit a ticket if your request is not urgent and can wait until the business hours

